

[Top Performer in Healthcare Equality Ranking](#)

It's recognition for equality & inclusion of LGBTQ community.

[Advice From Engagement Megastars - Video](#)

See who scored highest in the Colleague Engagement Survey.

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This LVH-Muhlenberg team saved a patient's life.

[Celebrating our U.S. News Ranking - Photos](#)

Orthopedic practices & surgical units celebrate national ranking.

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Compete against other colleagues and boost your health.

[Register for AHA Heart Walk](#)

The walk will be held Sept. 15 at Raub's Farm & Corn Maze.

[Participate in the Light the Night Walk](#)

Sept. 22 event supports Leukemia & Lymphoma Society.

[Great Deals for Dorney Park & Wildwater Kingdom](#)

Save when you visit the park Aug. 16-18 and Sept. 22.

[Aug. 21 PB/PSR User Group Meeting Cancelled](#)

Watch for registration details for the September meeting.

Check the
Pop-Up Party
Schedule

[Learn More](#)



Podcast Features
LVHN's Chief
Medical Officer

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An Exciting Time
to be a
Colleague

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LVHN news

Folic Acid Benefits Moms-to-Be

What an Award-winning
Neurologist Wants You to
Know

Baby Blues and Postpartum
Depression

Lehigh Valley Hospitals Will Be Designated 'Top Performer' In National LGBTQ Healthcare Equality Ranking

BY [KIRSTIN REED](#) · AUGUST 15, 2019

Giving patients and colleagues the experience they expect and deserve begins with modeling our PRIDE behaviors. This comment from one patient's satisfaction survey shows how powerful PRIDE can be.

"I am a transgender person with no legal name change, yet the staff made sure to call me my preferred name throughout the entire day. I felt very honored and respected in this way, and it made me feel super comfortable on the scariest but most important day of my life."

This comment also is evidence of LVHN's commitment to advancing health equity for individuals in the lesbian, gay, bisexual, transgender and queer or questioning (LGBTQ) community, and creating an inclusive work environment for all colleagues. Now our commitment is receiving national recognition.

Healthcare Equality Top Performer

LVH–Cedar Crest, LVH–17th Street, LVH–Muhlenberg and LVHN–Tilghman will be awarded the "LGBTQ Healthcare Equality Top Performer" designation in the Human Rights Campaign's forthcoming Healthcare Equality Index (HEI) 2019.

Follow LVHN on social media for coverage of the official announcement on Aug. 16, and share the news with people in your social network using #LVHNProud.

HEI is the national benchmarking tool that evaluates health care facilities' commitment to the equity and inclusion of their LGBTQ patients, visitors and employees. Health care facilities are evaluated based on:

- Non-discrimination policies and practices



- Patient care services for members of the LGBTQ community
- Colleague policies and benefits
- Patient and community engagement

The Human Rights Campaign (HRC) Foundation is the educational arm of America's largest civil rights organization working to achieve equality for LGBTQ people. HRC envisions a world where LGBTQ people are embraced as full members of society at home, at work and in every community.

This is the first year LVHN submitted evidence to be considered for the HEI designation. Dann Braid, Team Lead and Practice Director, LVPG Endocrinology, Helwig Health and Diabetes Center and Bariatric Medicine, and Judith Sabino, LVHN Chief Diversity, Equity and Inclusion Liaison, led the effort alongside a dedicated team of nearly 100 colleagues.

Moving forward, the assessment process will include LVH–Hazleton, LVH–Schuylkill and LVH–Pocono.

Engage in opportunities for education and involvement

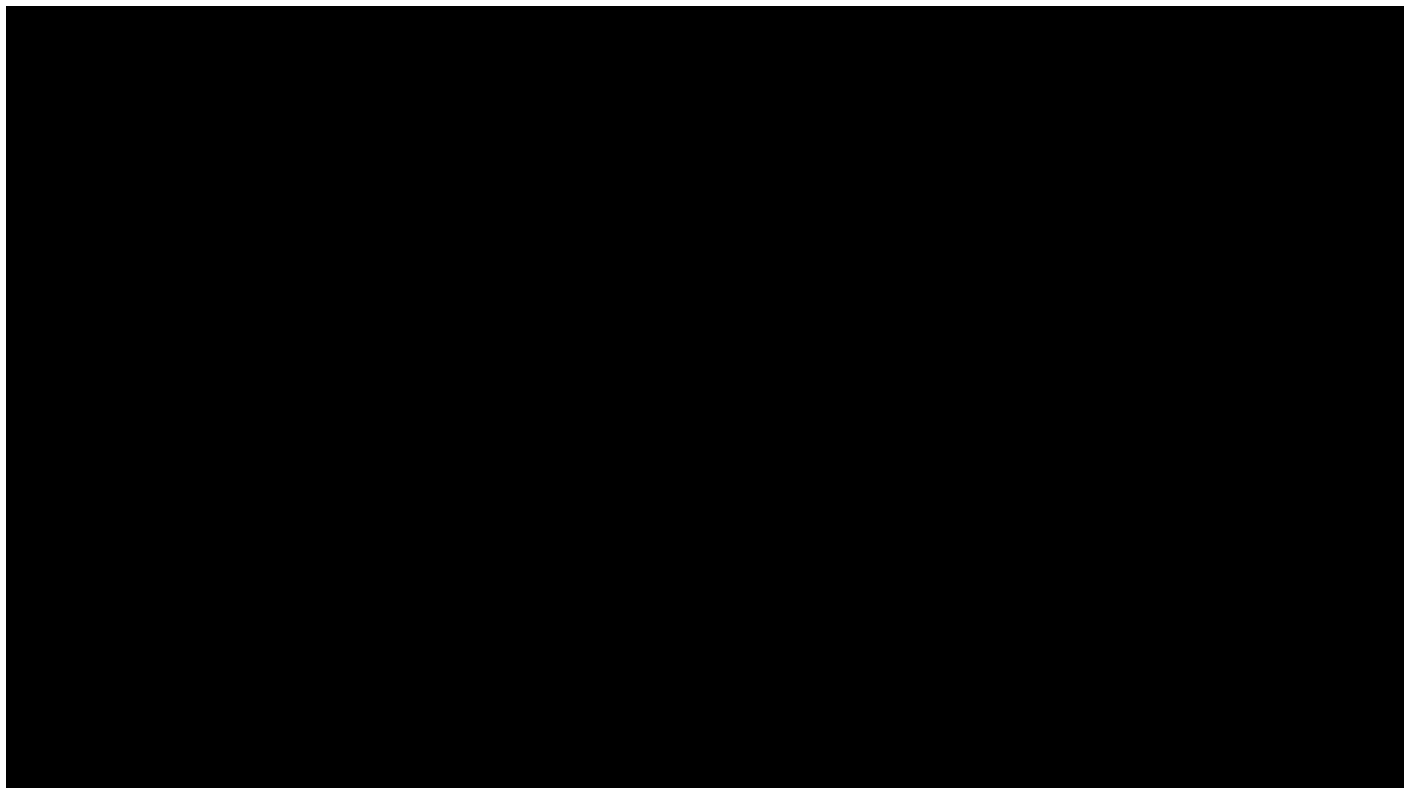
- Complete the quarterly mandatory TLC bundle featuring information on how our PRIDE behaviors enable us to interact respectfully and care for individuals in the LGBTQ community.
- Review [LVHN News blog in which Beth Careyva, MD, offers tips to come out to your doctor as an LGBTQ patient.](#)
- Join LVHN on Aug. 18 at [Lehigh Valley Pride](#), a community event that highlights LGBTQ arts and culture, connects thousands of community members to local resources, provides full-day programming for LGBTQ youth and teens, and celebrates diversity in our community.

Take Advice From Our Engagement Megastars – VIDEO

BY [RICK MARTUSCELLI](#) · AUGUST 15, 2019

The first step in being a good partner for our patients, families and colleagues is to be engaged in our work and our organization. But what does it mean to be an “engaged” colleague? What does an engaged colleague look like? How does an engaged department operate? What can you learn from colleagues who are engaged to make your department and our health network a better place to work and grow?

To answer these questions, we asked our Colleague Engagement Megastars, members of the 21 departments that achieved the highest engagement scores in our recent Colleague Engagement Survey. Watch this video featuring colleagues from our Megastar departments and use their advice to enhance engagement in your department.

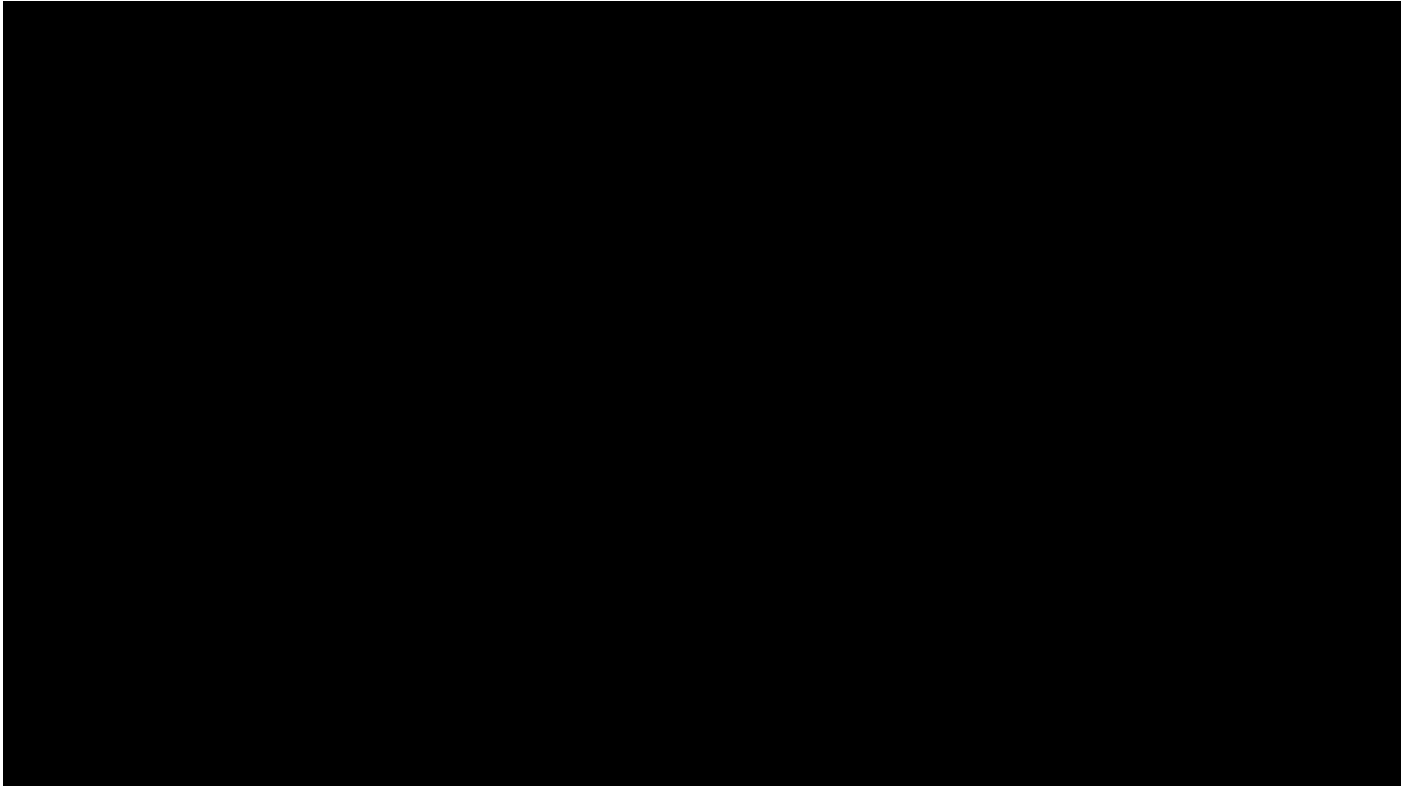


Congratulate our Engagement Megastars

Each of the 21 departments that achieved the highest engagement scores in the survey received a custom-designed, one-of-a-kind, blown art glass award made at the Banana Factory in Bethlehem, as well as Pocono’s finest Kitchen Chemistry’s cupcakes for the team.

They’ll also receive a “Thank You” card from LVHN President and CEO Brian Nester, DO, MBA, FACOEP, which includes an invitation to be a Colleague Ambassador.

Watch this video to see fun photos of our Engagement Megastars.



In the spring, we'll conduct another Colleague Engagement Survey. Next year at this time, we will again honor the most engaged teams. Use their advice in your department and maybe your team will be Colleague Engagement Megastars next year.

Service Star of the Month – August 2019

BY [PAULA RASICH](#) · AUGUST 15, 2019



Heather Faust, Katy Denault, Paulette Guzy, Candice Veal, Steven Haas, Beth Stepanczuk, MD, Inpatient Rehabilitation Center; Melissa Mee, Guest Services; and Scott Parry, Anthony DeMilio, Security Department, LVH–Muhlenberg

On just another morning, the flow of the work day was suddenly interrupted by a frantic visit from a woman shouting for help. After pulling up to the LVH–Muhlenberg Family Pavilion, the woman got out of her car and began yelling, “We need help right now!” Her extremely pale passenger was now lying on the sidewalk, bleeding. He had a serious laceration from a glass cut. Mee immediately alerted staff to the emergency. As the volume of blood loss increased, the man’s state began to deteriorate. A team from the Inpatient Rehabilitation Center rushed to the scene, triaging how they would help the patient. Several bystanders stepped in to assist. During this chaotic scene, other members of the Inpatient Rehabilitation Center team remained calm, managing the needs of patients on the unit. Security colleagues arrived, working side by side to apply the tourniquet and perform shock treatment. EMS came to transport the patient to the emergency department, where he was evaluated and then taken to the operating room. Once inside the operating room, he underwent a successful surgery and was discharged. This emergency situation required many medical skills beyond our colleagues’ routine tasks.

The collective effort of this team is inspiring. They delivered precision care to a patient, all while performing their daily care routines. Their quick thinking and professional response saved the life of a man who may have otherwise died.

Next Steps

Nominate a Service Star.

Congratulate these PRIDE Award recipients. The PRIDE Award is part of our expanded [Service Star Award program](#).

Tina Fiorino, Emergency Department, LVH–Muhlenberg

During a stay in the emergency department, an elderly, homeless veteran had been incontinent several times during the night, unable to make it to the bathroom. Fiorino assisted in showering the patient and stayed with the veteran, bonding with him over their native New Jersey. After his room was cleaned and breakfast delivered, Fiorino went a step further. With her own money, she bought the patient disposable underwear and several new outfits. Her generosity left him speechless and overflowing with gratitude.

Sandee Guerrero, Medical Assistant, LVPG–Neurology

During an afternoon drive, Guerrero noticed a car accident. She pulled over to see if she could provide assistance. She found the driver unresponsive. After placing him on the ground, she checked for a pulse and found none. With the help of a bystander, she began CP, and continued until the ambulance arrived. The next day, Guerrero learned that the man she tried to save was the father of her son's best friend.

Gerry Haney, Health Center at Bartonsville, LVH–Pocono

Haney strives to communicate with sensitivity and tact when delivering potentially bad news to patients undergoing mammograms. She respects and listens to her patients, answering questions with finesse and skill. Recently, she helped a patient from New Jersey get a free screening mammogram by researching where the patient could get the service near her home. The patient was extremely grateful for all the legwork Haney did to make this happen.

Priya D'mello, RN, Donielle Paul, PA-C, Stephanie Lear, CRNP, Johanna Ferstermacher, RRT, and David Kissinger, RRT, NICU, Pediatrics Neonatology, Respiratory Care, LVH–Cedar Crest

One rainy, chilly day, a baby boy with severe respiratory distress was being transported to the LVH–Cedar Crest from LVH–Hazelton by a NICU team. En route, a vehicle in front of the ambulance struck a median. The NICU team stopped to care for the woman in the car accident. They warned oncoming traffic, helped apply a cervical collar, immobilized the young woman's right foot with a splint and wrapped the patient in blankets to keep her dry and warm until the arrival of an ambulance.

John Bubnis, RN, Adult Psychiatry, LVH–Schuylkill

A patient with paranoid delusions and episodes of aggression was being treated in the adult behavioral unit. When the patient learned he was going to be discharged to a long-term level of care, he resisted the ongoing care. Taking time out from his scheduled vacation, Bubnis volunteered to work with the patient, someone he had cared for previously. As a result, the patient calmed down and his symptoms subsided.

Ann Taylor, Group Health Administrative Services, LVHN–One City Center

During a visit to the public library, a conversation within earshot alerted Taylor to an individual's concern about their Populytics insurance coverage. Taylor introduced herself and offered to answer any questions. She then summarized the benefits, alleviating this person's distress about coverage for a particular service. The individual was grateful for Taylor's guidance and good will.

Georgette Herring, Occupational Therapy, LVH–Hazelton

Herring's motto is "patients come first, every day." Her commitment as an occupational therapist is to ensure that each patient benefits as much as possible during their time with her. Compassionate and empathetic, Herring does all she can do to help children and adults from all backgrounds.

Adriann Esteves, Dental Clinic, LVH–17th Street

A staffing clerk suffered symptoms of stroke and was taken to the emergency department. Esteves was called on to fill in for this colleague, because it was during a busy evening shift. Esteves used to work in this role, so with gusto she attended to the needs of both colleagues and patients. She helped out in a pinch, keeping everything flowing on schedule.

Celebrating Our U.S. News Ranking With Cake – PHOTOS

BY [RICK MARTUSCELLI](#) · AUGUST 12, 2019

Lehigh Valley Hospital (LVH) is a U.S. News & World Report Best Hospital... again! And colleagues throughout LVHN are celebrating... with cake!

LVH is the region's only nationally ranked hospital for orthopedics. To celebrate, eight events were held to honor orthopedic practices and inpatient surgical units in the Lehigh Valley. Here are photos from the celebrations.

US6



Image 1 of 5

Congratulations to all colleagues who provide orthopedic care for making LVH a nationally ranked

hospital. You make us #LVHNProud.

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Take the 'Step it Up Team Challenge'

BY [MADELINE CHAFFEE](#) · AUGUST 14, 2019

Want to boost your physical activity while participating in some friendly competition? Join us as we virtually explore significant and historic sites throughout Lehigh Valley and Eastern Pennsylvania. All you have to do is form a team of two or more individuals, put on your sneakers and get moving with the Step it Up Team Challenge

What is the Step it Up Team Challenge?

The Step it Up Team Challenge provides all colleagues, across all locations, the opportunity to compete against other colleagues and boost their health. In this challenge, colleagues can form a team of two or more individuals and compete against each other – and against other teams – to see who can average the most miles during this eight-week physical activity challenge.

Once enrolled, your activity of choice will be converted to miles as you travel virtually throughout the Greater Lehigh Valley and Eastern Pennsylvania areas – exploring different sites along the way.

Every 40,000 steps (or equivalent activity of your choice) that you log will take you to another notable local landmark. Every mile brings you closer to another location where you can learn more about its history and notoriety in the area.

When does it start?

The Step it Up Team Challenge officially begins on Monday, Sept. 2, and will run through Sunday, Nov. 3. Enrollment opens Aug. 19 and closes Sept. 8.

At the end of the challenge, the team (two or more individuals) with the most miles logged (the highest average) will receive a special wellness prize.



To get started:

1. Log in to your My Total Health Online portal at mth.lvh.com. If you are returning user, you will be prompted to enter your SUI and password. If you are a new user, you will need to register prior to logging in.
2. Once you are logged in, scroll down to the “Challenge” section and select the “Step It Up Challenge.” Click to enroll and follow the prompts to either register a team or join a team.
3. Once the challenge starts, you can sync a fitness device to help keep track of your progress, or log in to the online portal and track manually on the site.

Questions? [Read this Step it Up Team Challenge FAQ](#) for more information. You may also contact us directly at mytotalhealth@lvhn.org or 610-969-0487.

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Register for the 2019 American Heart Association Heart Walk

BY [ASHLEY TOTH](#) · AUGUST 14, 2019

Join LVHN colleagues at the 2019 Lehigh Valley Heart Walk. This year the American Heart Association is hosting their first ever corn maze Heart Walk. The event is set to take place on Sunday, Sept. 15, at Raub's Farm & Corn Maze at 1459 Tatamy Road, Easton.

The LVHN Heart Walk team hopes you'll join them and participate in the fun and activities. The day will consist of a 2.5-mile walk through the corn maze, activities for the kids and a health and wellness expo. All Heart Walk participants who register with an LVHN team and raise at least \$15 will receive a team T-shirt.

Heart disease is the No. 1 killer worldwide, and stroke ranks second globally. By participating in the Heart Walk, you're joining a million Heart Walk Heroes from across the nation raising funds for life-saving science that can teach us all how to live longer.

Lehigh Valley Heart Walk

Date: Sunday, Sept. 15

Check-In: 10:30 a.m.

Start: 12 p.m.

Location: Raub's Farm & Corn Maze: 1459 Tatamy Rd. Easton, PA 18045

How to register:

- Visit www.heart.org/lehighvalleywalk
- Click on "Register." Then click "Start a Team," "Join a Team" or "Join as Individual."



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- To join an existing LVHN team, you'll be asked if you've participated before. If you click "Yes," log in to join your existing team. If you click "No," then click on the dropdown menu, select "Lehigh Valley Health Network" and click search. Then, pick an LVHN team to join.

If you aren't able to join the walk, you can use the same link ([2019 Heart Walk](#)) to pledge support for one of the LVHN Heart Walk teams.

If you have questions about the event, email colleague [Kyle Garon](#).

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Join Colleagues at the Leukemia & Lymphoma Society's 'Light the Night' Walk

BY [ASHLEY TOTH](#) · AUGUST 15, 2019



LVHN is partnering once again with Leukemia & Lymphoma Society's (LLS) Light the Night Walk in the fight against cancer. This year's walk is set to take place on Sunday, Sept. 22, at The Promenade Shops at Saucon Valley, 2845 Center Valley Pkwy, Center Valley, PA.

This walk is held in order to celebrate, honor and remember those touched by cancer. The LVHN LLS team invites all colleagues to join them on their fundraising team. The Leukemia & Lymphoma Society's Light the Night Walk funds treatments that are saving the lives of patients today. LLS is making cures happen by providing patient support services, advocating for lifesaving treatments and pioneering the most promising cancer research anywhere.

Date: Sunday, Sept. 22

Opening Ceremony: 6:30 p.m.

Location: The Promenade Shops at Saucon Valley, 2845 Center Valley Pkwy, Center Valley, PA

Register: [LVHN LLS Team](#)

If you aren't able to join the walk, you can use the same link ([Support LVHN LLS Team](#)) to pledge support.

If you have questions about the event, email colleague [Kathryn Baglini](#).

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Great Deals for Dorney Park & Wildwater Kingdom

BY [RICK MARTUSCELLI](#) · AUGUST 14, 2019

Do you love roller coasters and water parks? Want to have some fun with family and friends?

Take advantage of these great deals on tickets to Dorney Park and Wildwater Kingdom, courtesy of the LVHN recreation committee.

Dorney Park and Wildwater Kingdom

Family Fun Days, Aug. 16-18

\$28.50 per person, plus tax

Fun Feast, Sept. 22

\$45 per person

[Click here](#) for more details.

Tickets are not available at the gate. To buy tickets online, visit dorneypark.com/lvhn.



August 21 Physician Billing and Patient Services Representative User Group Meeting Canceled

BY [MARCIANN ALBERT](#) · AUGUST 12, 2019

The Physician Billing and Patient Services Representative User Group for Aug. 21 has been cancelled.

Registration information and additional group details related to the September group meeting will be forthcoming.

Questions can be directed to Lynne_A.Reph@lvhn.org.

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